

SPRINT RELAY PRODUCT ENHANCEMENTS

(Available in Mississippi)

Federal Communications Commission (FCC)

The Federal Communications Commission (FCC) outlined that all Internet-based relay services such as Video Relay Service (VRS), Internet Protocol (IP) Relay, and IP captioned telephone relay service (IP CTS) must be able to promptly provide access to emergency services. This ensures that all relay users are able to reach 911 through their preferred relay provider.

Taking the proactive route, Sprint implemented the WebCapTel®, Sprint VRS, and the Sprint IP services using 911 in 2008.

Providers were allowed to ask the relay user to verify their location and locate the most appropriate emergency center before forwarding the call. Call-back procedures were also established in case of a disconnection by either party.



Sprint Video Relay Service

What is Video Relay Service?

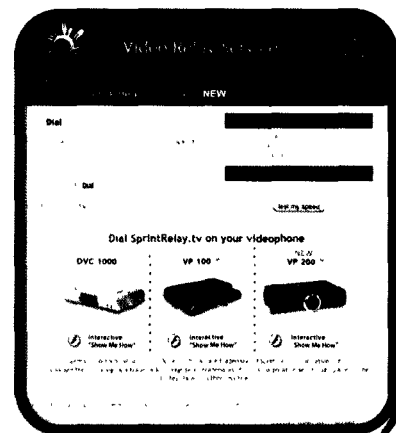
Sprint Video Relay Service (VRS) is a free service that is available any time, 24/7/365. Sprint VRS enables users who use sign language to communicate using videoconferencing technology, with an interpreter via the Internet. The interpreter relays the signed conversation over a standard phone in real time to the hearing caller. By using sign language over the full-motion video, the sign language user can communicate in their natural language and convey facial expression and cues to ensure nothing gets lost in the translation. The sign language user needs

a videophone with a television or a Webcam with a computer.

Sprint VRS Addresses

Sprint VRS contracted with a different VRS provider and the enhanced service was effective July 1, 2007. To reflect this change, Sprint promoted the interim address of sprintrelay.tv until 4Q2007. Then Sprint marketed the familiar stand-by of sprintvrs.tv address once again, yet sprintrelay.tv continues to work.

Also, for quicker access to VRS in public places such as airports, regional centers, and others, consumers can use the 711.tv address.



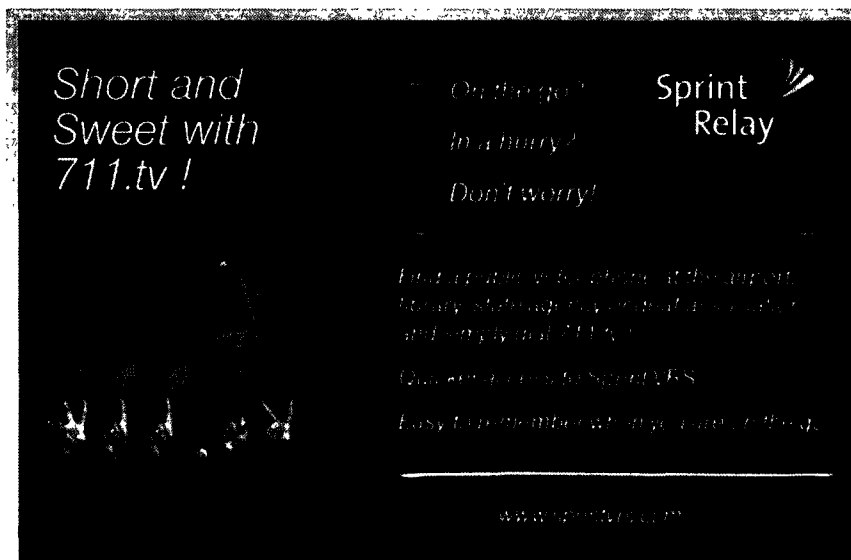
Another accomplishment in the Sprint VRS arena applies to Webcam/PC users. Sprint is excited to offer a new video application for Sprint VRS PC users at www.sprintvrs.com.

PC application minimum requirements:

- Pentium III - 800 Mhz or higher
- 8MB video card (16 MB video card is recommended)
- 16K color (minimum)
- 256 MB RAM
- 20 MB free disk space
- Cable, DSL, or other broadband Internet connection
- USB Webcam with CCD sensor (Sprint does not recommend using a camera with CMOS sensors; this type of sensor may slow down videoconference capabilities)

VRS PC Features:

- Resizable video screen (4 sizes, including full screen)
- Moveable self-view window which can also be hidden
- Text based chat feature for communication with VIs during calls
- Ability to save and/or print text chats
- Manual Bandwidth utilization adjustments
- Auto-accept incoming call option
- Personalization options to announce VRS, Select VCO or Spanish
- Ability to keep application on top of all other applications on screen
- Dial VRS – Allows the user to enter the phone number and click on the phone icon to connect to a Sprint Video Interpreter (VI)
- Video-to-Video – Allows the user to connect directly by typing in an IP address or a domain name (such as name.no-ip.org) to talk.
- A Personal phone book maintained by the user for both video contacts as well as hearing contacts for use with VRS.



Short and Sweet with 711.tv!

On the go?
In a hurry?
Don't worry!

Sprint Relay

Find a reliable video phone at the airport, library, state capital, or anywhere else, and simply dial 711.tv.

Quick and easy to Sprint VRS.

Easy to remember when you need it the most.

www.sprintvrs.com



News Release

Sprint Nextel
6200 Sprint Parkway
Overland Park, Kan. 66251

NEW VIDEO RELAY SERVICE FROM SPRINT OFFERS HIGHER AND ENHANCED LEVEL OF SATISFACTION FOR THE DEAF AND HARD OF HEARING COMMUNITY

RESTON, Va. – July 6, 2007 – A new and improved Sprint Video Relay Service (SprintVRS) is now available for individuals who are deaf and hard of hearing. Sprint (NYSE: S) recently signed a new contract with Hands On Video Relay Services, Inc. (HOVRS), a leading video relay service platform provider. With this new affiliation, Sprint will provide an innovative video relay service that will include enhanced video quality, quality interpreters, and expanded customer service.

The new SprintVRS service includes -

- Enhanced video quality images
- Expert, highly qualified video interpreters
- Spanish-speaking video interpreters
- Voice Carry Over (VCO)
- 24 hours a day/7 days a week
- Phone Book
- Free domestic long distance calling

"We are pleased to work with HOVRS, a top quality video relay service provider. This is a major step forward in providing services for our customers," said Mike Ligas, director of Sprint Relay for Sprint. "With this new contract, customers will have a better quality video to video to see gestures, facial expressions and other physical nuances during the call, for a smoother communications experience."

"We are privileged to partner with a company like Sprint. It's exciting for us to see how a leading brand such as Sprint recognizes the strong competencies HOVRS continues to build in the quality of our interpreters, our call center management and our advanced carrier class video network," said Ed Routhier, Chairman and President of HOVRS. "Our leadership in the VRS market makes us the best partner to uphold the brand promise Sprint has made to its customers, by delivering a superior customer experience."

SprintVRS is a free service that allows the deaf and hard of hearing customers to use a videophone or web camera with a computer or laptop to connect with a qualified, certified Sprint Video Interpreter (VI). They can then use American Sign Language (ASL) and the VI will interpret the phone call with anyone they wish to contact.

By using a high-speed Internet connection, customers who are deaf or hard of hearing can use video relay services to place phone calls wherever they may find themselves: at home, at the office, in the classroom, or anywhere a high-speed Internet-connected computer with a web camera or videophone is available. Hearing callers can use a standard or wireless telephone to contact SprintVRS. SprintVRS is an alternative relay technology for a deaf or hard of hearing person to communicate freely and expressively, utilizing the linguistic richness of his or her native language. The SprintVRS Video Interpreter can relay information between the hearing and individuals who are deaf and hard of hearing in a fluid, precise, and more natural conversational style.

To access the new SprintVRS via videophone, customers will need to enter the new IP address SprintRelay.TV on their videophone. Customers can also elect to use www.sprintvrs.com to get the dedicated IP addresses for voice carry-over (VCO), Spanish and customer service as well direct telephone numbers for voice, callers and direct customer service numbers for all customers.

Sprint has 17 years of experience in providing relay services to persons who are deaf, hard of hearing or deaf-blind or have a speech disability to communicate with hearing persons on the phone. Sprint's experience in the field assures users of Sprint Relay receive quality service no matter what type of Relay service they are using. Relay service is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or call length. For more information, visit www.sprintrelay.com.

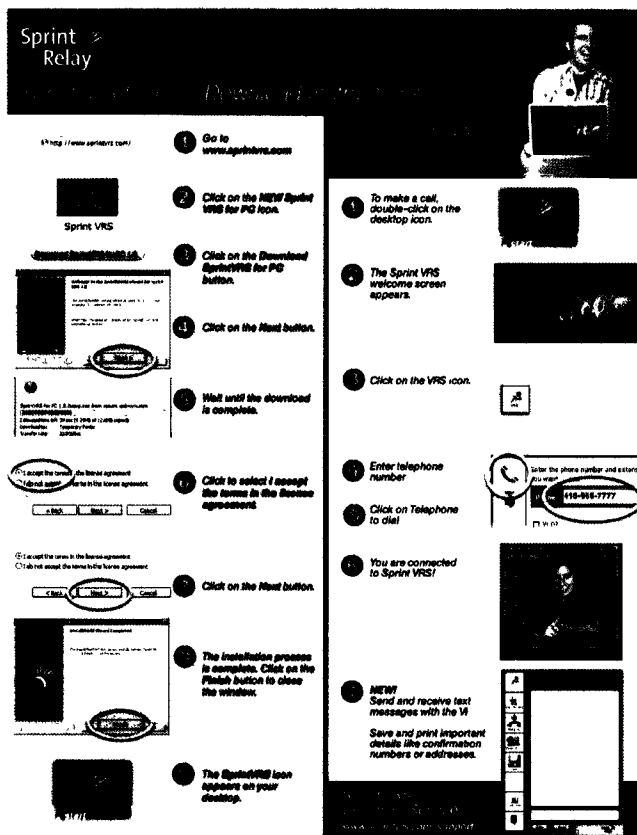
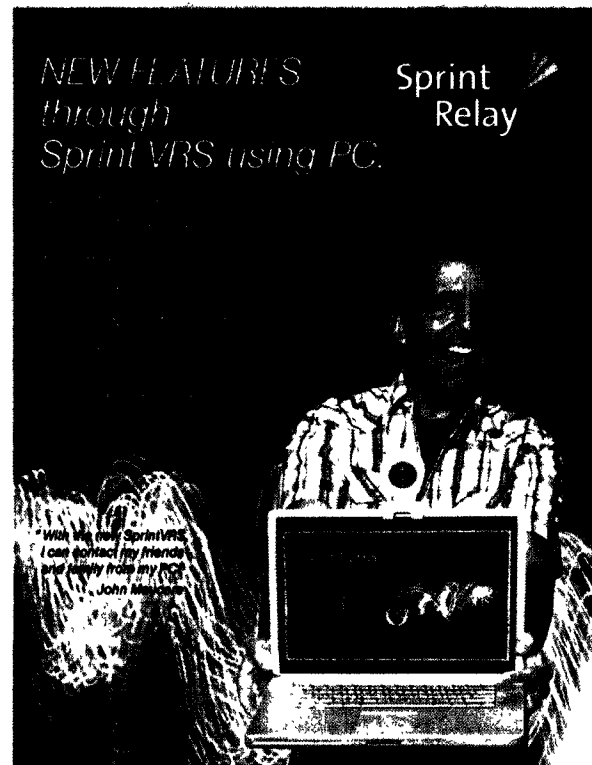
About Hands On Video Relay Services, Inc.

Based in Rocklin, California, HOVRS is a recognized leader in Video Relay Services throughout the country. The company has experienced over 100% growth in the last year. It is the only provider to provide video relay services on Macintosh, PC and videophones. The company has been serving the needs of the Deaf and Hard of Hearing community since 1992 when it first established Hands On Sign Language Services, Inc., a community based sign language services agency. The company is committed to removing communication barriers for Deaf and Hard of Hearing individuals while providing quality services they can rely on. Hands On is a linguistically diverse company that employs both Deaf/Hard of Hearing and hearing employees. For more information, visit our website at www.hovrs.com.

VRS Platform

Launched on June 10, 2008, the upgraded Sprint VRS platform enhanced the users' Video Relay Service experience by:

- streamlining the job of the Video Interpreter (VI);
- announcing the call takeover and then immediately a new VI will appear onscreen and continue to process the call;
- providing an AIM text chat feature (ideal for credit card information, confirmation and telephone numbers, addresses, etc.); and
- enabling fewer steps for the VCO VRS users to undertake.



NOTE: Video Relay Services (VRS) are authorized by the Federal Communications Commission (FCC). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Mississippi does NOT pay for VRS.



Sprint Relay

Video Customer Support (VCS)
NOW AVAILABLE!

Assisting your customers who require assistance with a Sprint product or service via video.

Video relay is available to help your customers with their Sprint products and services.

What you can do:

- Provide customer support via video.
- Provide customer support via video.
- Provide customer support via video.
- Provide customer support via video.

Learn more about Sprint Relay at www.sprintrelay.com

Video Customer Support (VCS)

Initiated in November 2007, Sprint provided its customers assistance with their billing, technical, and rebate questions on wireless devices purchased from the www.sprintrelaystore.com site. Sprint is pleased to be the only provider to support its customers via this Video Customer Service (VCS) comprised of deaf representatives who use American Sign Language (ASL). Customers are not transferred from one department to another, resulting in a higher chance of disconnections and misunderstandings. Instead, these deaf representatives communicate directly to the customer via videophone or webcam and are able to resolve issues more quickly and effectively, resulting in higher customer satisfaction rates.

Sprint Internet Protocol Relay

What is Internet Protocol Relay?

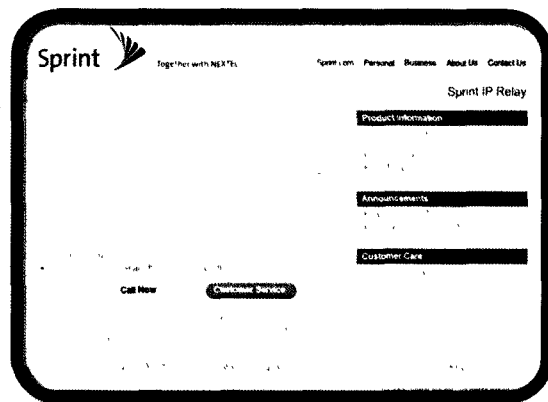
Sprint IP Relay is a free service that is available any time, 24 hours a day, 7 days a week, 365 days a year.

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The State of Mississippi does **NOT** pay for VRS.

Sprint IP allows people who are deaf or hard of hearing or who have a speech disability to enjoy the ease of communicating with hearing individuals from any computer. The process to place a Sprint IP call is very similar to a TTY call, only with Sprint IP, there is a split screen to view both conversations simultaneously.

One can view the Sprint IP Website at: www.sprintip.com.



SprintIP Wireless via Blackberry Pagers

Sprint launched Sprint IP Wireless Relay via BlackBerry wireless devices. This free Sprint IP wireless application allowed BlackBerry users to access Sprint IP Wireless Relay at any time, 24/7/365. However, due to the popularity of using SprintIP via AIM, this Sprint IP wireless download was discontinued in December 2007 on new devices but the service continues to work for existing customers.



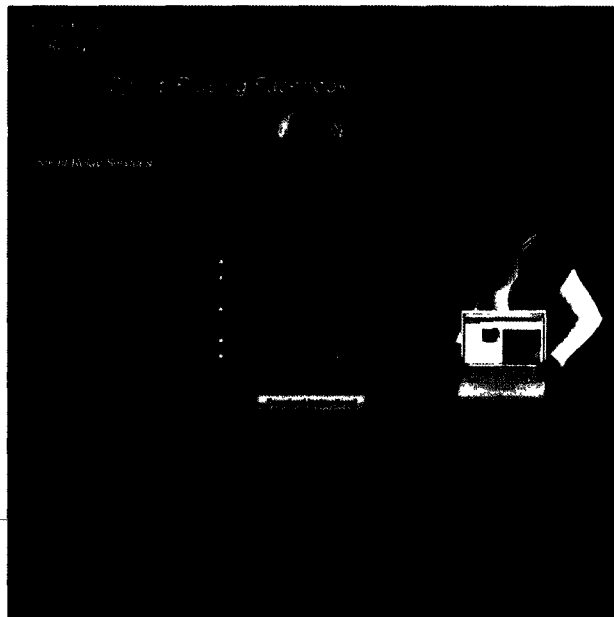
SprintIP via Facebook

Sprint Relay is proud to *Sprint ahead* as the first relay provider to add the SprintIP Relay application to Facebook!

Sprint IP Relay makes communicating on the go easier than ever via Facebook. The application can be downloaded at no cost and users can make confidential internet relay calls right from their profile page with only few clicks.

Users simply type their conversation to a relay operator. The relay operator then reads aloud their typed message and turns verbal responses into text. So no matter where life takes them, access to an internet connection and a computer means they can stay in touch 24/7 while surfing Facebook.

For details and instructions on how to download SprintIP to your Facebook profile, visit www.sprintrelay.com/facebook or for first-time Facebook users, visit www.facebook.com



SPRINT RELAY PRODUCT ENHANCEMENTS

(Currently Not Provided in Mississippi)

Relay Conference Captioning

What is Relay Conference Captioning?

Relay Conference Captioning (RCC) uses the same high-quality captioning agents that provide closed-captioning for live news, sports and weather on television. Real-time text is streamed to an Internet-connected computer anywhere in the world, and does not require a high-speed Internet connection; dial-up (56k) will work. RCC has user-friendly features, including:

- **Background color options**
- **Text color/size options**
- **Text transcript of teleconference conversation**
- **Online customer support**

To enable deaf and hard-of-hearing individuals to fully participate in conference calls, Sprint and Caption Colorado jointly developed RCC, which combines real-time captioning with relay conference services.

RCC is currently provided to 5 states/accounts.

RCC Enhancements

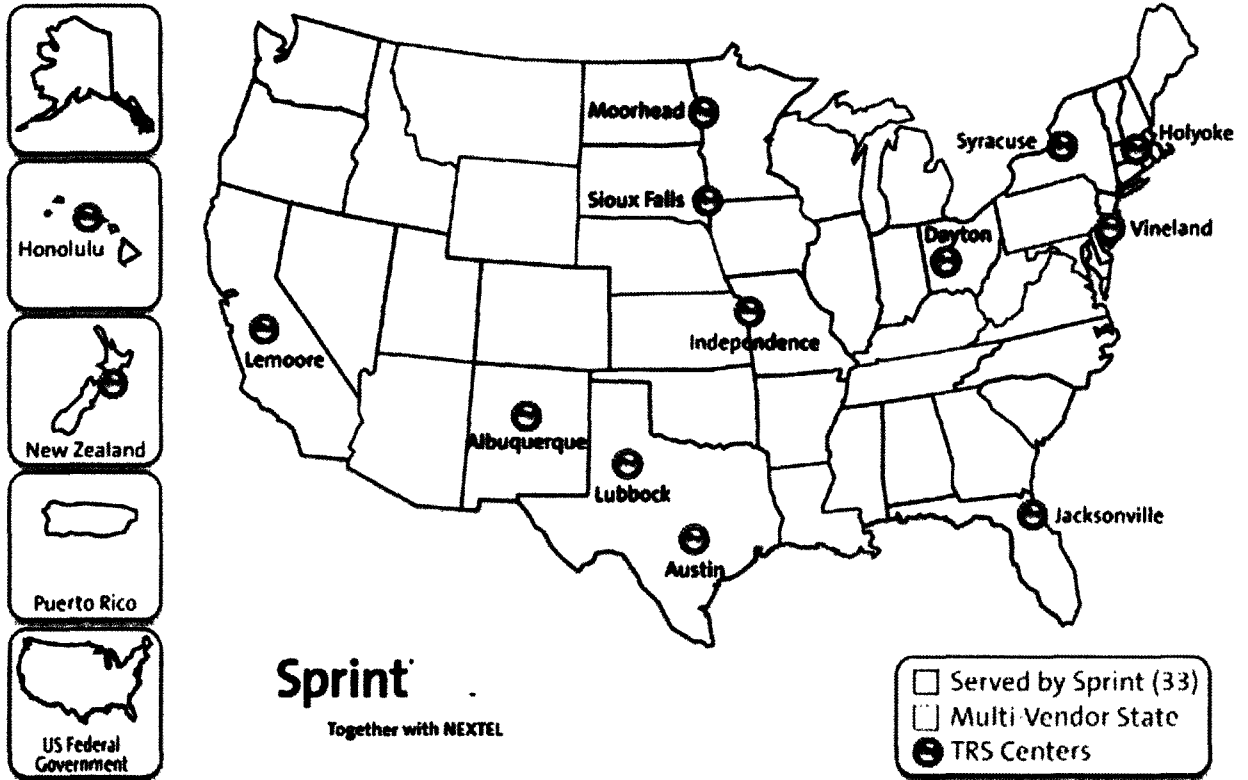
During this FY, enhancements were made to the RCC service, which included:

- **Increased dedicated Customer Service staffing levels as well as RCC captioning agents.**
- **Continued growth in hours.**
- **Created online training program for all captioning agents to complete and stay current with training.**
- **General Services Administration transition to the new agency list for FedRCC and all changes required.**
- **Increased customer satisfaction through better training, service and quality.**
- **Implemented Sprint-branded RCC ordering site and consequently, increased security.**
- **Implemented two new Websites to support ordering and billing needs.**
- **Made cosmetic enhancements to the Websites.**

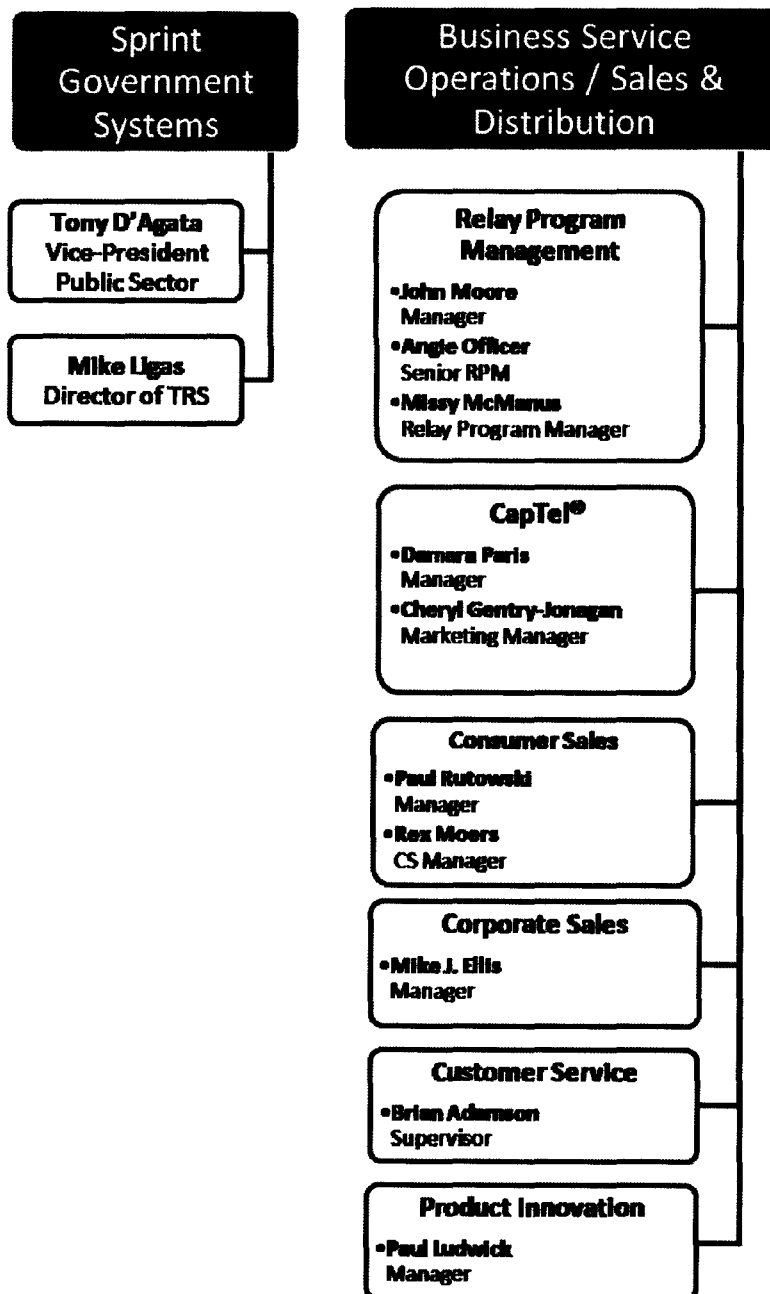
SPRINT INDUSTRY REPORT

Sprint Relay Accounts

Sprint currently provides relay services to 33 states, the federal government, Puerto Rico and New Zealand. The map below indicates which states are served by Sprint Relay.



Supporting Team Members



APPENDICES

CAPTEL® NEWSLETTER – SPRING 2008

MISSISSIPPI RELAY TRS & CAPTEL® STATISTICS



CapTel®

NEWS & HELPFUL TIPS FOR PEOPLE WHO USE CAPTEL

CapTel News – Spring 2008

- Using *CapTel* USB with Vista
- Phone lines: Digital vs Analog
- Setting up 2-Line *CapTel*
- Setting up 2-Line *CapTel* in the Workplace
- Troubleshooting Tips: Resetting Your *CapTel* Phone
- *CapTel* Q & A

Registering Your Long Distance Provider

Make sure captioned long distance calls are billed under your existing calling plan.



Online at:

www.captionedtelephone.com/carrierchoice.html



By Voice/*CapTel*/TTY: 1-888-269-7477



By Mail: Please send us a brief note with your name, telephone number for the *CapTel* phone, and preferred long distance provider.

Encourage people who call you via long distance to register their long distance provider, too!

Using *CapTel* USB with Microsoft Vista

CapTel USB users can now run on Windows Vista, the latest operating system from Microsoft. Please call *CapTel* customer service for a free driver update to your software, so you can use Windows Vista.

CapTel USB is Compatible with:

- Windows XP
- Windows 2000
- Windows ME
- Windows Vista

Your *CapTel* USB installation disk also include drivers to run under Windows 98. However, because Microsoft is no longer supporting Windows 98, we are not able to guarantee full functionality. Please call *CapTel* customer service with any questions.

How do I get Captions on an Incoming Call with 1-Line *CapTel*?

If you use *CapTel* in 1-Line mode, your callers must first dial the Captioning Service (see number below), then enter your phone number. With 2-Line *CapTel*, just press the caption button to get captions on any incoming calls.

CapTel Customer Service

Ultratec, Inc.

450 Science Drive, Madison, WI 53711

1-888-269-7477 (*CapTel*/Voice/TTY)

1-866-670-9134 (Español)

CapTel@CapTelMail.com

www.captionedtelephone.com

General Call-In Number	1-877-243-2823
Federal <i>CapTel</i> Users	1-888-801-7210
Spanish-Spanish Captions	1-866-217-3362
California Residents	1-866-399-9050
California Spanish-to-Spanish	1-866-399-9090
Texas Residents	1-800-933-5129
Texas Spanish-to-Spanish	1-800-933-5417

Phone Lines: Digital vs. Analog

Today there are more choices of phone lines than ever before, with options like Digital Cable phone service, DSL, Voice Over IP (VOIP), and Fiber Optics (FIOS). As you make decisions about your phone service, it is important to understand *CapTel* telephone line requirements.

Analog & DSL Lines

The *CapTel* phone is designed to work with an analog telephone line. *CapTel* may also be used with a Digital Subscriber Line (DSL) with an appropriate analog filter. Digital office telephone lines are not compatible with *CapTel* and may damage the telephone. Please use the phone cord provided with *CapTel* or a similar phone cord.



If you are installing *CapTel* in an office, check with the telephone system administrator to ensure an analog port is available.

PBX Systems

CapTel can be used in offices, hotels, or nursing homes on a PBX network provided an analog line or analog port is used. This is the same line that an office fax or a direct connect TTY would require.

Digital Cable/VOIP

CapTel can ONLY be used on a digital cable or VOIP line if set up in 2-Line mode. In 2-Line mode, Line 1 (which carries the voice part of the conversation) can be a digital cable or VOIP line such as Time Warner, Comcast, or Vonage. However, Line 2 (which carries the captions) MUST be an analog line or DSL with an analog filter.

Note: A PBX office environment still requires an analog line or analog port for both Lines 1 and 2.

Why an Analog Line?

While the *CapTel* looks and acts like a traditional telephone, it is really a very different kind of device. It is similar to a small computer. To show the text captions along with a caller's voice, the *CapTel* sets up a data connection (just like a fax machine or a computer modem connection) with the Captioning Service. Because data connections require a more stable connection with minimum interference, the *CapTel* is only recommended for use on analog phone lines.

As the various telephone line options continue to expand, please visit the *CapTel* website for the most current information about line requirements.

*"It is terribly frustrating
to have to depend
on others to make my
calls for me.
With CapTel, I am able
to communicate
with others myself."*

Telephone Line Guide	
If you have:	What to do:
An analog telephone line	Simply plug the <i>CapTel</i> telephone line into the jack.
DSL (Digital Subscriber Line)	Connect an analog filter (which can be obtained from your DSL provider) to the wall jack to all other items on the line except the computer.
Digital Cable or VOIP (Voice-Over Internet Protocol) and FIOS	Will only work with <i>CapTel</i> in 2-Line mode. In 1-Line mode, the <i>CapTel</i> is not designed/guaranteed to operate on these types of lines. If you experience static or unsatisfactory captions when using Digital Cable or VOIP, consider switching to an analog line.
PBX (Digital office lines)	Use an analog port.

To find out what type of telephone line you have, contact your telephone company.

Setting Up 2-Line CapTel

With 2-Line CapTel, you can:

- Caption every call, at any point in the conversation.
- Turn captions on and off at will, during a call.
- Enjoy Call Waiting without interrupting captions, and even receive captions of the second call
- Pick up an extension line and share a call without interrupting captions.

2-Line Requirements

- A second telephone line with its own separate telephone jack.
- The second telephone line must be a separate phone line with its own phone number, not just an extension line.
- The second line may be analog or DSL, but remember to have an analog filter in place on a DSL line!
- The second line can be very basic—no need for Caller ID, Call Waiting, or long distance service.

I'm using the CapTel Phone already, how do I switch to 2-Line CapTel?

The CapTel phone you already have can be used in 2-Line Mode. To switch to 2-Line CapTel:

1. Confirm that you have a second dedicated phone line available, with its own telephone jack and telephone number.
2. Make sure your primary telephone line cord (Line 1) is plugged into the jack marked with the wall-jack icon on the bottom of the CapTel phone. Plug the second telephone line cord (Line 2) into the other telephone jack (with no symbol).
3. With the handset hung up, press the key repeatedly until you see **2-Line Mode?**. Press the button next to **On** to turn 2-Line capabilities on. Press **Exit** to leave the menu.

You are now ready to begin making and receiving calls using the 2-Line capabilities. If you have already used your CapTel phone in 1-Line Mode, be sure to remove any Call-Waiting blocks previously set in the CapTel menu.

Troubleshooting Tips: Resetting your CapTel Phone

If you experience any problems with CapTel, one troubleshooting option to try is resetting the phone. Resetting returns most of the menu choices back to their original defaults. It's like starting over again with a clean slate. There are two ways to reset your CapTel phone:

1. Physical Reset

Simply unplug BOTH the electrical connection and the phone line(s) from the CapTel phone for at least 60 seconds, then reconnect.

Remember: you may need to re-program your favorite menu options after resetting CapTel.

2. Electronic Reset

With the handset hung up, open the panel covering the little keyboard with the "CapTel" printed on it (lower half of your phone). It can be opened on the right hand side using your hand, a paper clip, or a coin.

Once open, look for the "shift" key located on the left hand bottom side. Press the shift key and keep it held down while pressing the large, dark asterisk (*) key on the telephone dialing pad. The asterisk (*) key should be located to the left of the number "0" on the dialing pad.

Once you do this, you should see some numbers on your CapTel display screen. At the top of the illuminated screen, you should see the words "Reset Machine?" with a "Yes" to the right. Press the corresponding button next to the word "Yes." When you do this, the screen will read "R-E-S-E-T" and then go blank.

Remember to re-enter any special menu settings, such as any required dialing prefix. Then make a test call with captions.

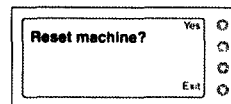


Setting Up 2-Line CapTel in the Workplace

The procedure for setting up CapTel in an office is very similar to the way you set it up in a residential setting. However, many office telephone systems require a "dialing prefix"—generally an "8" or "9"—to reach an "outside" line. Most systems also require a comma added after the number, which represents a 2 second delay before dialing. This number must be programmed into the CapTel in order to connect properly.

NOTE: The programmed prefix only affects captioned calls. You'll have to manually dial the "9" first if you are making a call without captions. With 2-Line CapTel, you'll need to manually dial the "9" before all outgoing calls.

If you bring your CapTel phone from the office to home or to a different location, remember to remove the dialing prefix!





*"Now I know that dad
"gets it" when I talk
with him on the phone,
every time."*

Ultratec.

If you are not already receiving this newsletter directly, you may send us your email address to get the latest *CapTel* newsletter electronically! Visit our website (www.captionedtelephone.com) and click on "Contact Customer Service" to sign up!

80/10 00905006

CapTel Question & Answer

Q: How do you know if an incoming call is captioned?

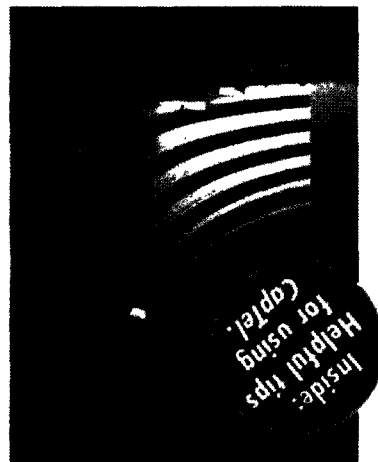
A: If your caller called through the Captioning Service, you will automatically see captions of the call when you answer your *CapTel* phone. If you pick up the call on a different phone, you may hear a recurring beeping sound. The beeping sound indicates that captions are available on that call. Simply pick up the *CapTel* phone handset, and hang up the other phone. You will begin to see captions in the *CapTel* window.

Q: How do I know when to start talking when I make or receive a call?

A: Use the Signal Meter to help know when to speak. The Signal Meter shows you when there is sound on the line (such as the other person speaking) even if the sound is not loud enough for you to hear. If you see that the Signal Meter has stopped flickering, it means the other person is "done" talking and it is your turn.

*"I am much more comfortable on
the phone as opposed to the past.
Most importantly, I no longer
prefer e-mail over the telephone,
and other people have taken notice!"*

PRSRT STD
U.S. Postage
PAID
Permit No. 47
Madison, WI



Ultratec.
450 Science Drive
Madison, WI 53711

2007-2008 Mississippi TRS & CapTel® Statistics

Mississippi Relay Monthly

Incoming Calls Offered	14,772	12,671	10,012	10,530	10,625	10,902	11,006	154,233	12,853
Incoming Calls Answered	14,759	12,564	10,009	10,530	10,625	10,902	10,795	153,233	12,769
Abandoned in Queue	13	107	3	0	0	0	211	14,719	1,227
Blockage	0	0	0	0	0	0	0	0	0
Total Number of Calls (Account Summar	18,117	16,356	13,270	14,379	14,183	14,470	13,311	195,318	16,277
Calls Completed by End Users	6,900	7,045	5,885	6,335	6,396	6,809	5,962	82,292	6,858
Total Number of Subscribers (Users)	4,823	3,432	2,957	3,142	2,976	3,158	2,919	46,430	3,869
Average Weekend Calls	472	390	339	385	349	357	320	5,090	424
Average Weekday Calls	638	576	503	501	517	508	494	6,913	576
Average Speed of Answer (ASA)	2.1	2.1	1.8	1.3	1.1	1.5	1.5	N/A	1.88
Service Level (SVL)	92%	92%	94%	96%	97%	96%	95%	N/A	93.3%
Complaints: TRS	1	0	0	0	0	0	0	6	1
Commendations: TRS	0	0	0	4	1	0	0	5	0
Complaints: CapTel	0	0	0	0	0	0	0	0	0
Commendations: CapTel	0	0	0	0	0	1	1	4	0.33
Total Session Minutes of Service	46,475.89	47,652.99	38,357.74	41,395.22	46,416.68	44,863.78	40,219.68	564,295.01	47,025
Less Interstate Minutes	4,517.20	5,026.48	3,510.51	3,086.27	4,146.20	3,587.28	3,014.70	53,945.54	4,495
Less International Minutes	3.48	7.08	1.87	23.32	254.62	59.08	6.05	504.26	42
Less Interstate Toll-Free Minutes (51%)	3,620.22	3,791.31	3,742.29	2,818.82	3,280.72	3,274.28	3,997.75	44,205.18	3,684
Less Interstate Directory Assistance	13.67	1.88	9.35	7.93	47.15	42.02	18.67	317.91	26
Less 900 Minutes (51%)	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
Billable Minutes to State of MS	38,321.32	38,826.24	31,093.72	35,458.88	38,688.00	37,901.12	33,182.51	465,322.13	38,777
Total Speech-to-Speech Minutes	3.05	1.65	5.55	5.15	10.32	36.23	86.83	162.02	13.50
Less Interstate Minutes	0.00	0.00	0.00	0.00	5.82	29.77	77.60	113.19	9.43
Billable Intrastate STS Session Minutes	3.05	1.65	5.55	5.15	4.50	6.47	9.23	48.84	4.07
Call Count	3,474	3,982	3,235	4,475	6,336	7,570	6,916	52,771	4,398
Average Session Minutes Per Call	1.93	2.29	2.08	1.79	1.74	1.73	1.92	21.67	1.81
Average Speed of Answer (ASA)	0.39	0.36	0.58	0.43	0.39	0.42	0.40	4.74	0.40
Service Level (SVL)	99.2%	99.3%	98.0%	99.0%	99.1%	98.9%	99.1%	N/A	99.1%
Total CapTel Minutes	8,030.43	9,178.59	5,857.21	8,649.55	14,780.58	15,975.87	14,652.16	107,958.43	8,996.54
Less Interstate Session Minutes	1,710.04	2,171.89	1,412.78	1,496.18	1,998.28	2,513.78	2,235.00	19,823.38	1,651.95
Less International Session Minutes	0.00	0.00	0.00	0.00	5.22	4.24	0.00	16.44	1.37
Less Interstate Toll-Free Minutes (x 51%)	188.45	428.76	146.29	352.18	566.95	497.10	553.80	3,891.65	324.30
Billable Intrastate CapTel Minutes	6,131.95	6,577.94	4,298.14	6,801.18	12,167.10	12,862.73	11,784.91	84,007.46	7,000.62

M5: Conversion from one platform to another resulted in the "0" Abandoned Call number. Once all call centers were converted to the new platform, Operations and TRS Billing worked together to develop "switch-based" reports that show Handled and Abandoned calls for each customer. These are the Delayed Call Reports.

ANNUAL REPORT

JULY 2008 – JUNE 2009



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Sprint Relay

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Dear Mississippi Public Service Commission,

The fiscal year of July 2008 to June 2009 has given Sprint another opportunity to serve our Mississippi customers with quality relay services, dedication and commitment that the state has come to expect.

After serving as the Account Manager of Mississippi Relay for four years, Rex Moers passed the relay baton to me, and I assumed my duties in January 2009, with continued support from the Equipment Distribution Program coordinator and relay subcontractors.

To promote additional relay outreach, a public service announcement about the CapTel phone and service was aired from April 27 to June 7 in the Biloxi-Gulfport, Columbus – Tupelo – West Point, Greenwood – Greenville, Hattiesburg – Laurel, Jackson, and Meridian markets. This marketing resulted in 570 interested consumers calling for more information. Forty-five CapTel phones were sold at the low price of \$99 instead of the standard \$495.

Sprint thanks the Mississippi Public Service Commission for the opportunity to provide quality relay services during the 2008-2009 fiscal year. Sprint is appreciative of its ongoing relationship with Mississippi Relay and looks forward to the next fiscal year of providing relay services and education to Mississippians.



Sincerely,

Tommy Walker
Relay Program Manager
January 2009 to present

Outreach and Marketing

Mississippi Relay promoted relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state. The account manager and subcontractors promoted telecommunication relay services (TRS) as well as CapTel, video relay services (VRS), Internet Protocol relay, and wireless relay.

Outreach

Outreach Performed

Outreach activities performed during this fiscal year included:

- Mississippi School for the Deaf, Jackson, MS
- MSD Registration Day, Homecoming Day, and Mason Dixie Tournament
- Mississippi School for the Deaf Alumni, Jackson, MS
- All Mississippi Hearing Aids, 2657 Lakeland Dr., Flowood, MS
- All Mississippi Hearing Aids, 5560 I-55 S., Jackson, MS
- Balance & Hearing Center at CMMC, Jackson, MS
- Beltone Hearing Aid Center, Jackson, MS
- Capital Hearing Services, Flowood, MS
- Hearing & Balance Center, Jackson, MS
- Hearing & Balance Center, Gulfport, MS
- The Hearing Center, Jackson, MS
- Heritage Hearing Center, Pearl, MS
- Jackson Ear Clinic, Jackson, MS
- Jackson Ear Nose & Throat Clinic, Jackson, MS
- Miracle Ear, Ridgeland, MS
- Mississippi Ear Nose & Throat Surgical, Jackson, MS
- Mississippi Dept. of Rehab. Services, Olive Branch, MS
- Mississippi Dept. of Rehab. Services, Gulfport, MS
- Infusia Care, Inc., Ridgeland, MS
- Chateau Retirement Home, Ridgeland, MS
- Jackson Associates of the Deaf/Mississippi Relay for the ASL Movies
- Jackson Associates of the Deaf Clubhouse, Jackson, MS
- Fannin Lanes (Deaf Bowling Tournament), Brandon, MS
- Mississippi Deaf Senior Citizens, Jackson, MS
- Ear, Nose & Throat Clinic, Jackson, MS
- Baptist Hospital (Social/Case workers), Jackson, MS
- National Association of the Deaf, New Orleans, LA
- Communicative Disorder Laboratory – UMMC, Jackson, MS
- Rush Patricia, AmCD, Flowood, MS
- Brookhaven Ear, Nose & Throat Clinic, Brookhaven, MS

See appendix for February-June 2009 outreach activities.

Marketing

CapTel Public Service Announcement

From April 27 to June 7, Mississippi Relay promoted CapTel by airing a public service announcement (PSA) on television for a total of 1,821 broadcasts. The PSA was aired during high-visibility programs in cities such as:

Biloxi-Gulfport

Broadcast: 60 times

- Good Morning, America
- Oprah
- Local news programs

Columbus-Tupelo-West Point

Broadcast: 356 times

- Today Show
- Jeopardy
- Days of Our Lives
- Dr. Phil
- Judge Judy

Greenwood-Greenville

Broadcast: 85 times

- Good Morning, Mississippi
- Judge Mathis
- All My Children

Hattiesburg-Laurel

Broadcast: 84 times

- Today Show
- Local news programs

Jackson

Broadcast: 216 times

- Ellen
- Oprah
- Local news programs

Meridian

Broadcast: 1,020 times

- Rachel Ray
- The Price is Right
- Today Show
- Maury Povich
- My Wife & Kids
- Leave it to Beaver
- News programs

From this marketing effort, 570 interested consumers called CapTel manufacturer and distributor Ultratec, Inc., inquiring about CapTel products. As a result, there were 423 visits to the Mississippi CapTel webpage and 45 phones sold to consumers at the low price of \$99.

Advertisements

Mississippi Relay and Sprint Relay products and services have continued to be promoted via various brochures, instructional and marketing flyers, mass e-mails, www.mississippirelay.com website, and informal group settings. Additionally, twice a year, a newsletter offering CapTel tips, announcements, and other helpful CapTel information is distributed to subscribers.

See appendix for the Spring 2009 issue of the CapTel newsletter.

Equipment Distribution Program (EDP)

To obtain a piece of free equipment on loan, customers can complete an application in person at the relay office or request that an application be mailed to them. Between July 2008 and June 2009, numbers of pieces distributed were:

80 CapTels

2 CapTels with USB

85 Signalers

1 TTY

1 XL-30 Amplified phone

Relay Enhancements

TRS Enhancements

Focus on Training

Sprint continues to create a more effective organization by implementing innovative TRS training programs, which focus on three primary goals:

- To better serve customers,
- To bring value to the services offered, and
- To make Sprint Relay a rewarding place to work.

This year, a special effort was made to:

- Develop creative presentations in ongoing training, customer service training and training refreshers.
- Launch a "Coaching Focus of the Month" program to provide Communication Assistants (CA) and supervisors with a trainer's review of call-processing procedures and customer service skills.

Training revisits the primary service attributes that are important to customers: accuracy, transparency, professional phone image, keeping customers informed and operator knowledge. Sprint collaborates with the vendor centers to deliver the training and then follows up monthly using internal testing.

Exceptional customer satisfaction means understanding what customers expect, then delivering practical solutions. In order for this to happen, the Operations team continues to solicit and implement CA suggestions related to improving our customers' experience through a Customer Service Initiative program.

FCC TRS Re-Certification Project

On June 22, 2007, the Federal Communications Commission (FCC) issued a Public Notice to remind TRS state programs to submit a re-certification renewal application by October 1, 2007.

As listed in the 2007-2008 annual report, this re-certification application required evidence of certain required deliverables. With certifications expiring July 26, 2008, relay states were to complete the re-certification process before then. A state could apply for renewal one year prior to expiration.

Sprint took the initiative in developing and distributing a FCC re-certification renewal boilerplate of over 100 pages for its state customers. Sprint responded to most of the directives, leaving the states—including Mississippi—with fewer questions to answer. In addition, Sprint provided further answers and support when asked by the states.

On July 16, 2008, the Mississippi TRS program was granted re-certification for five more years until July 25, 2013. Sprint is pleased to work with Mississippi Relay in maintaining high-quality relay and CapTel services.

CapTel Enhancements

Redundant Center

Sprint's CapTel vendor completed its redundant (backup) data center in the third quarter of 2008.

Platform Upgrade

In January, the voice recognition platform was improved. Sprint's CapTel vendor released a platform upgrade that enhanced the features of the CapTel captioner workstation, which in turn, improved the voice recognition engine.

With Spanish CapTel, Sprint's CapTel vendor completed upgrades to the captioner interface starting in the second quarter of 2008, and continued to upgrade the platform throughout 2008. The upgrades included the ability to caption Spanish calls more smoothly and efficiently.

Mississippi Relay Statistics

TRS Statistics

The following charts indicate the trends of our annual total number of session minutes, average speed of answer and service level, and contacts with customers.

The numbers reflect the traditional relay services (except Speech-to-Speech and CapTel) currently provided by Mississippi Relay.

See appendix for a complete statistics report.

Session Minutes

Figure 1 indicates the total monthly session minutes processed through Mississippi Relay. The total number of session minutes was 423,257, a decrease of 24.99% as compared to the total from the previous fiscal year.

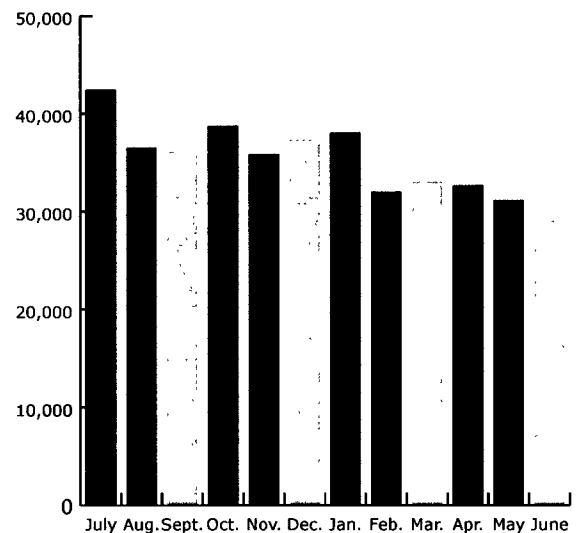


Figure 1: Session Minutes

Average Speed of Answer and Service Level

Figure 2 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls being answered within 10 seconds. The Average Speed of Answer (ASA) for this FY was **1.53 seconds** and the Service Level (SVL) was that **94.6% of calls** were answered within 10 seconds.

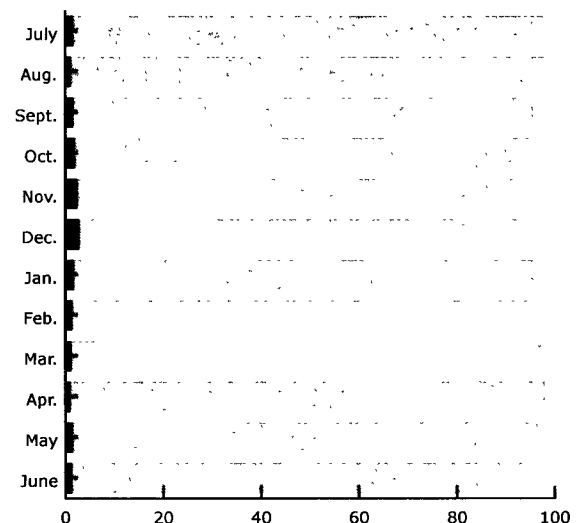
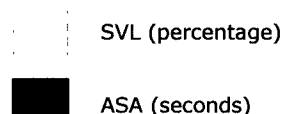


Figure 2: ASA/SVL

Customer Contact Log

Figure 3 illustrates the number of commendations and complaints received by Customer Service from Relay users. As with every year, the Relay Program Manager prepares and submits the FCC Annual Consumer Contact Log Report to the Mississippi Relay Public Service Commission.

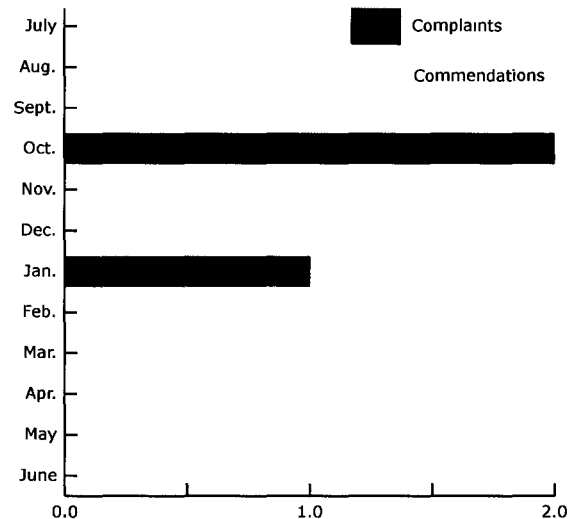


Figure 3: Customer Calls

CapTel Statistics

The following charts indicate the trends of our annual total number of session minutes, call volume, and contacts with customers.

See appendix for a complete CapTel statistics report.

Session Minutes

During this fiscal year, a total of 215,623 session minutes were generated. This represents an increase of 99.73% as compared to the total of the previous fiscal year. A breakdown of monthly minutes is indicated in Figure 4.

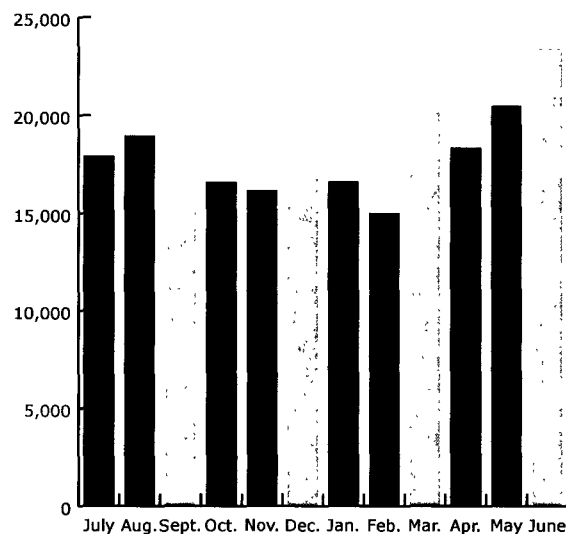


Figure 4: CapTel Session Minutes